**GIDDEL H. LUCION**
WEB DEVELOPER

# SERVICE PROPOSAL

PROPOSED TO:

## TECHBROKERS WASTE MANAGEMENT SYSTEM, INC.

112 D. Tuazon, Santa Mesa Heights, Quezon City, Metro Manila
**TECHBROKERS INTEGRATED SYSTEM (TIS) AND WEBSITE MAINTENANCE SERVICE**

July 27, 2023

**INTRODUCTION**

The Techbrokers Waste Management System, Inc. is a leading wastewater service provider in the Philippines that designs and builds Sewage Treatment Plants (STPs) and Wastewater Treatment Plant (WWTPs) for Residential, Commercial, and Industrial applications. To fully utilize the seamless face of the business in the ever-evolving digital world, maintenance service on its online system and website is crucial in ensuring smooth, efficient, and reliant visibility online. These services typically involve proactive monitoring, troubleshooting, and updating of various components. Maintenance is an essential part of the software development life cycle and is crucial for ensuring the system's reliability, security, and performance over time.

**NATURE OF THE PROJECT**

The nature of the project for Techbrokers Integrated System (TIS) and information website maintenance services involves the ongoing support, monitoring, and upkeep of the online system or platform. This type of project covers system updates and upgrades; bug fixes and issue resolution; performance optimization, security enhancements; backup and disaster recovery; user support and training, monitoring, and reporting; scalability and capacity planning; and email-user registration.

**OBJECTIVES**

The primary objectives of this project are as follows:

1. Ensuring optimal system performance, availability and reliability.
2. Guarantee a seamless and user-friendly experience, leaving a positive impression on your visitors and encouraging repeat visits.
3. Providing proactive maintenance and security updates to prevent potential vulnerabilities.
4. Enhancing system functionalities and scalability to support your business growth.
5. Reducing overall IT operational costs through efficient resource allocation.

Overall, regular maintenance is crucial for keeping the website and newly developed online information system up-to-date, secure, and efficient. It helps address issues promptly, improve user satisfaction, and ensure the system's long term-success.

**SERVICE AND SCOPE OF WORK**

The scope of our maintenance services includes the following activities:

a. **Regular website and system updates and patches:** We will proactively monitor your website and integrated system and apply necessary updates to ensure security and stability. Even with thorough testing, it's common for bugs and errors to arise in a complex information system. Regular maintenance allows developers to identify and fix these issues, improving the system's functionality and user experience.

b. **Performance optimization:** We will analyze system performance, identify bottlenecks, and implement optimization techniques to enhance efficiency.

c. **Security enhancements:** Our team will identify opportunities to enhance your existing systems and recommend necessary upgrades to improve performance and scalability. We will employ best practices and skills to safeguard your system from potential threats, perform vulnerability assessments, and apply necessary security measures.

d. **Database management:** Our team will manage and optimize your databases, ensuring data integrity and availability.

e. **Helpdesk support:** We will provide 24/7 helpdesk support to address any technical issues or user queries promptly.

f. **Troubleshooting and Issue Resolution:** We will provide timely and efficient troubleshooting support for system issues, ensuring rapid resolution and minimizing productivity loss.

g. **Documentation and reporting:** We will maintain comprehensive and up-to-date documentation and provide regular reports on system performance, software configurations, maintenance logs, and security status.

h. **Email-User Enrollment and Removal:** We will provide a unique identifier for each user, enabling personalized communication and interaction with the platform.

i. Offering **consultation and recommendations** for scalability and future improvements.

Neither party shall be liable for any delay or failure to perform its obligations pursuant to this Agreement if such delay is due to fortuitous event or force majeure. Force majeure shall mean events beyond control of and affecting either party which cannot be foreseen or if foreseeable cannot be either prevented or avoided despite the exercise of due diligence.

Should there be any adjustments in the web hosting maintenance, the developer has the right to adjust and discuss its terms and conditions.

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### I.  PROJECT TIMELINE OF TECHBROKERS INFORMATION SYSTEM

| Description | Duration | Service Rendered |
|---|---|---|
| Immediate Post-Deployment Checks *(Free of Charge)* | 14 Days | Fixed bugs and issues that may arise during the deployment. |
| Initial Maintenance Service *(Free of Charge)* | 76 Days | Provided minor tweaks and adjustments based on user feedback and observed usage patterns. |
| Regular Ongoing Maintenance | 275 Days<br><br>(After the 3-months free of charge maintenance service to 9 Months) | <ul><li>Established a regular maintenance schedule based on the system's needs and complexity</li><li>Performed software updates, security patches, and bug fixes as required to keep the system up-to-date and secure.</li><li>Backed-up data regularly to safeguard against data loss.</li></ul> |

*\*The projected timeline above only covers the Phase I & II system deployment of TIS, in case of major system updates or version upgrades, changes in the timeline may be amended and applied.*

### II.  PROJECT TIMELINE OF TECHBROKERS INFORMATION WEBSITE & CORPORATE EMAIL

| Description | Duration | Service Rendered |
|---|---|---|
| Migration of Database | 14 Days | Migrated the emails and necessary database from the old service provider to the new service provider. |
| Initial Maintenance Service | 16 Days | Continuously monitor the website and corporate email performance and user feedback. |
| Regular Ongoing Maintenance | 335 Days | <ul><li>Enrolled or removed users in the corporate email</li><li>Backed-up data regularly to safeguard against data loss.</li><li>Reviewed and updated content to keep it relevant and fresh.</li><li>Provided user support to address user queries, issues, and concerns promptly.</li></ul> |

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**DELIVERABLES**

The deliverables of this project will include:
  a. Documentation of the current hosting environment, configurations, and settings.
  b. Security audit reports and recommendations
  c. Performance optimization reports and metrics.
  d. Backup and disaster recovery plans/schedule.
  e. Monthly maintenance reports summarizing activities performed and recommendations for future enhancements.

**PROJECT OUTCOME**

The Client will be able to:

| | |
|---|---|
| Technical Support | ● Help identify and resolve issues that could affect the system's stability and performance.<br>● Experience few crashes and unexpected downtime.<br>● More secure and less vulnerable to cyber threats and attacks |
| Customer Service | ● Experience fewer disruptions, leading to increased productivity and user and client satisfaction. |
| Cost-Effective | ● Eliminate the need to invest in expensive hardware, software licenses, and dedicated IT staff. This can result in significant cost reductions and predictable budgeting.<br>● Helps extend the system's lifespan, maximizes its value, and contributes to the overall success of the organization. |

**TOTAL PROJECT COST**

The cost for the delivery of service as stated in the given outline shall be as follows:

| Package | Project Cost |
|---|---|
| Service Type | System maintenance and update; Website maintenance and update; Corporate Email User Enrollment |
| Total Project Cost | Php 300,000.00 |
| Monthly Invoice | Php 25,000.00/month |
| Duration | Regular maintenance for 1 year |

This pricing is valid for 30 days after the 3-month Free Maintenance Period.

*The prices listed above is an **estimate** for the services discussed. This summary is **not a warranty** of the final price. Estimates are **subject to change** should the project specifications are changed or costs for outsourced services change before it is executed.*

## TERMS OF PAYMENT

- **First monthly payment** shall be made **thirty (30) days** after the 3-month free maintenance period.
- Payment can be made through Bank Transfer.
  - Bank Name: **UnionBank - Kamias**
  - Account Name: **Giddel H. Lucion**
  - Account Number: **1024 8003 1160**
- Payment is non-refundable.
- Client must also send the **screenshot of the payment transaction** to the person in-charge of the project.

## CONFIDENTIALITY OF THE PROPOSAL

The parties shall agree that the terms and provisions of this Proposal shall be kept confidential and shall be disclosed only to those persons and entities mutually agreed to by the parties.

We appreciate your consideration of our proposal and would welcome the opportunity to discuss it further to possibly tailor the proposal according to your specific needs. Our team is available to address any questions or concerns you may have. We are confident that our online system maintenance services will help you achieve your business objectives efficiently and cost-effectively. Should you have any questions or require further clarification, please do not hesitate to reach out to our team.

Conforme:

**GIDDEL H. LUCION**
Web Developer

**PHILIPPE SEBASTIAN Y. BITONG**
Vice President
Techbrokers Waste Management Systems, Inc.